

Electronic Acknowledgement Receipt

EFS ID:	4190017
Application Number:	10826160
International Application Number:	
Confirmation Number:	8619
Title of Invention:	Processing service requests for product support with indexed and clustered answer objects
First Named Inventor/Applicant Name:	Hua-Jun Zeng
Customer Number:	22801
Filer:	Benjamin A. Keim/Jennifer Burda
Filer Authorized By:	Benjamin A. Keim
Attorney Docket Number:	MS1-1892US
Receipt Date:	28-OCT-2008
Filing Date:	15-APR-2004
Time Stamp:	15:31:45
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Credit Card
Payment was successfully received in RAM	\$670
RAM confirmation Number	832
Deposit Account	
Authorized User	

File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
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1		FQ2371.PDF	328330	yes	43
			0884e96278c965d938aefeb59f8428c5e473b31		
Multipart Description/PDF files in .zip description					
Document Description			Start	End	
Amendment/Req. Reconsideration-After Non-Final Reject			1	1	
Claims			2	25	
Applicant summary of interview with examiner			26	26	
Applicant Arguments/Remarks Made in an Amendment			27	42	
Miscellaneous Incoming Letter			43	43	
Warnings:					
Information:					
2	Information Disclosure Statement (IDS) Filed (SB/08)	FM6513.PDF	116738	no	3
			22a238b5c846d598b78d17145f8c08972e4865		
Warnings:					
Information:					
This is not an USPTO supplied IDS fillable form					
3	Fee Worksheet (PTO-06)	fee-info.pdf	32213	no	2
			6cdec942e90ac20da8900b77162ff147877a54809		
Warnings:					
Information:					
Total Files Size (in bytes):			477281		

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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.